# Issue: Escalation/Integration of Helpdesk & VIP Support

NMCI
NAVY MARINE CORPS INTRANET

| Status: | Policy | Contractu | Cost | Technica | Schedul | Overal |
|---|---|---|---|---|---|---|
| | Y | Y | Y | G | Y | Y |

## Project Description

### Escalation/Integration of Helpdesk & VIP Support

- EDS and MCNOSC have instituted revised escalation procedures to manage outage reporting and notification through the Quantico NOC.
- EDS is finalizing VIP and after hour procedures.
- Currently seeing issues with sites reporting after hour outages (for example: K-Bay, Okinawa and Lejeune ?)
- Inadequate connect to MCEN helpdesk if Norfolk trouble ticket system is used
- Currently, USMC CTRs are unable to view the REMEDY system, unlike USN CTRs that access REMEDY through HOMEPORT (NMCI portal)
- Need for connectivity between MCEN and EDS automated help desk systems for AOR Help Desk support, trouble ticket sharing, escalation, and coordination. Current systems require manual re-entry and do not provide necessary situational awareness. This will NOT be solved through Homeport, but will satisfy CTR requirement. (LtCol Beutel)

## Key Project Concerns/Actions

- **Policy**
  - MCNOSC will need to promulgate these procedures officially
- **Contracts**
  - SLAs not being met at this time. Contractually they are not implemented until cutover. Recommendation is to establish some operational parameters to manage these notification and outages.
- **Cost**
  - Nothing at this time.
- **Technical /Performance**
  - Loss of man-hours and operational effectiveness for prolonged periods
  - Decrease capability unacceptable for 24/7 organization
- **Schedule**
  - EDS to provide current date for finalization of these procedures

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## Project Description

**(unresolved) Circuit Issues (LtCol Hartenstine)**

- Camp Pendleton - B1
- K Bay for B1, Okinawa - B1
- SIPRNet - all

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical /Performance**
- **Schedule**

# Issue: Far East Rollout

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**Status:** Policy Y | Contractu G | Cost R | Technica G | Schedul R | Overal Y

## Project Description

### Far East Rollout

- Current estimate is that the B1 circuit for Okinawa is 180-270 days out putting availability in/around 1st quarter of FY05. Additionally, infrastructure for B1 equipment has not been built. Current EDS plan (not yet provided) is to interchange SIPR B1 assets to support earlier deployments. Currently III MEF G6 community is extremely concerned about aging infrastructure (oldest infrastructure in the USMC) and delayed implementation.
- Currently EDS has been engaged in Okinawa for 6 months without clarification on replacement of aging infrastructure. A recent event, 3rd FSSG received replacement for DMS servers. No others have been identified to date.
- Windows NT will be decertified on the MCEN by end of FY04. EDS will need to revise the AORR environment to Win2000 and the old server hardware is insufficient. (LtCol Buetel)
- Low density seats and problem with tactical equipment in garrison that EDS fails to support. (LtCol Hartenstine)

## Key Project Concerns/Actions

- **Policy**
  - N/A
- **Contracts**
  - Contractually, we are paying for infrastructure build-out.
- **Cost**
  - Currently paying approx. $36M per year for helpdesk and touch-labor support (60 personnel).
  - Current projected schedule has AOR in excess of a year, at a cost rate of 85% of seat cost plus OCONUS additional costs (53%) for a total of 138% per seat.
- **Technical/Performance**
  - Operational capability continues to be degraded
  - Currently majority of users are using 486 technology
- **Schedule**
  - Far East rollout schedule continues to slip to the right
  - EDS to provide plan
  - Additionally, long lead times at the pier (estimated 45 days) before shipment to III MEF locations will add to delays.

# Issue: USMC B1 Plan

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| Status: | Policy | Contractu | Cost | Technica | Schedule | Overal |
|---|---|---|---|---|---|---|
| | Y | G | Y | G | R | Y |

## Project Description

### USMC B1 Plan

Redundant B1 Boundary Implementation

- Dir NMCI office has given approval for the ordering of the NIPRNet circuits for the B1s at Camp Pendleton and Camp Foster. DISA is expected to deliver DS3 to Pendleton in late March
- Both B1 Boundary's at Quantico and San Diego require additional firewall capacity to support increase traffic causing network cutover delays at MCAS Cherry Point, MCAS Beaufort, MCAS Yuma and Camp Pendleton. Sites homing to Quantico's B1 will be delayed until EDS can upgrade the existing firewall farm from 8 – 16 firewalls… In parallel, the San Diego B1 firewall farm will be upgraded from 8 – 16. Expected firewall farm upgrade by 29 Mar
- Issues. EDS assurances to relocate the redundant B1 boundary back to Pendleton when DISA circuitry is available.

## Key Project Concerns/Actions

- **Policy**
  - N/A
- **Contracts**
  - USMC C4 expecting temporary B1 to relocate to Pendleton when WAN bandwidth is delivered by DISA
- **Cost**
  - Dir NMCI involvement in ensuring DISA receives funding for allocated B1 across the USMC Enterprise.
- **Technical/Performance**
  - EDS needs to provide B1 Plan for the Enterprise
  - COI agreement architected by EDS 4 USMC B1s: Quantico, Pendleton, K-Bay and Okinawa
- **Schedule**.
  - Circuit ordering and funding must be resolved to ensure schedule is maintained.
  - Currently, B1 re-engineering is moving NCR North network cutover to no earlier than April 04 (actual date TBD)
  - Cherry Point, Beaufort and NCR will be delayed due to B1 re-engineering

# Issue: MCRC/TECOM/MFR Remote Solution

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| Status: | Policy | Contractu | Cost | Technica | Schedul | Overal |
|---|---|---|---|---|---|---|
| | Y | G | Y | G | Y | Y |

## Project Description

**VSSD – Reserves (LtCol Hartenstine)**

**MFR Remote Solution**

**CUTOVER SCHEDULE**

- **New Orleans & Richards-Gebauer network cutover currently scheduled for 1 May.**
- **1st five remote sites (IATO type accreditation sites) scheduled for June.**
- **Remaining Remote sites to start 12 Jul.**
- **Schedule being developed**
- **Actions Required. EDS to brief MARFORRES HQ on 11 Mar concerning the actions taken to resolve NET Screen and DNS issues encountered during January network cutover attempt.**
- **EDS has recommended delay in briefing NetScreen solution until 29 Mar to allow upgrade NetScreen Global Pro Manager v.4.0.**

## Key Project Concerns/Actions

- **Policy**
  - N/A
- **Contracts**
  - N/A
- **Cost**
  - N/A
- **Technical/Performance**

- Lack of VSSD solution that meets or exceeds MARFORRES current capability.

- Actions Required: EDS identifying proposed VSSD solutions by site and will forward these sites with issues to IRB for resolution. VSSD identified as Enterprise Project

- **Schedule**
  - Global Pro will continue to delay schedule

# Issue: MCRC/TECOM/MFR Remote Solution

NMCI
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| Status: | Policy | Contractu | Cost | Technica | Schedul | Overal |
|---|---|---|---|---|---|---|
| | Y | G | Y | G | Y | Y |

## Project Description

**VSSD - Recruiting Command (LtCol Hartenstine)**

### MCRC Solution

TECHNICAL SOLUTION:

- Task Force Romeo is developing a technical solution to meet the needs of MCRC and Navy Recruiting.

Actions Required:

- Awaiting VSSD solution by 31 Mar for next step
- Cutover of all MCRC seats is being delayed to 1 Oct 04 with no AOR.
- EDS to define process of going directly from CLIN 4102 to cutover with no AOR.
- EDS continues to evaluate RSN re-use and determine business case and technical design.
- EDS proposal on RSN reuse to go before internal EDS Deal Review Board (DRB)… MCRC developed point paper outlining critical need for VSSD solution by 31 Mar

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical/Performance**
- **Schedule**

# Issue: MCRC/TECOM/MFR Remote Solution

NMCI
NAVY MARINE CORPS INTRANET

**Status:** Policy Y | Contractu Y | Cost R | Technica R | Schedul R | Overal R

## Project Description

**VSSD - Training Command (LtCol Hartenstine)**

**TECOM Training CLIN MOD**

TRAINING CLIN MOD
- USMC Training CLINs required to be added to contract before all funded TECOM seats can transition to NMCI.

Actions Required:
- Joint requirements review being conducted with EDS, NETC, and TECOM for Phase 1 (Ports N Pipes) and Phase 2 (Desktop Solutions) of classroom CLIN solution. Phase 3 requirements definition underway in coordination with NETC, USN PMO and EDS. Phase 1, 2 & 3 were reviewed at STEAG.

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
  - This modification has taken too long.
- **Cost**
  - TECOM currently does not have additional funds to support added CLIN costs.
- **Technical/Performance**
  - Lack of VSSD solution that meets or exceeds TECOM current capability.
  - NMCI contract is not currently aligned to support USMC training environments (may need help from the Director's Office)
- **Schedule**
  - Cutover of TECOM training seats delayed until availability of a viable solution.

# Issue: Classified Seat Cutover/SIPR

NMCI
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**Status:** Policy Y | Contractual R | Cost Y | Technical R | Schedule R | Overall R

## Project Description

### Classified Seat Cutover/SIPR

- Commands have been directed to place classified seat orders.
- HQMC/C4/EDS/PM/PP&O preparing guidance for USMC classified seat rollout .
- Un-Priced CLIN 29 for Quantico Thin Client submitted. Lead ACO approved CLIN 0029 request. USMC to develop IGCE in preparation for negotiations (PM NMCI (need readout from PM Shop on current status)
- No classified circuits ordered
- MCNOSC continues to pay $2.2M per year for SIPR touch labor

## Key Project Concerns/Actions

- **Policy**
  - USN and USMC have provided initial guidance
  - Still awaiting official EDS implementation guidance
- **Contracts**
  - Contractually, USMC is expecting both SIPR and NIPR in NMCI
- **Cost**
  - No classified circuits ordered
  - MCNOSC continues to pay $2.2M per year for SIPR touch labor
- **Technical/Performance**
  - Enterprise Classified Thin Client Solution…
  - Navy pilot test on-going at CINCPAC… Awaiting outcome
  - PM NMCI / C4 working to ensure USMC Thin Client requirements are met within Navy Pilot testing parameters
  - Thin Client is being investigated from a contractual and technical standpoint by the Navy
- **Schedule**
  - USMC goal is to start SIPR rollout in CY04

# Issue: Continuity of Operations (COO) Failover Capability

NMCI
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**Status:** Policy Y | Contractu R | Cost Y | Technica R | Schedul Y | Overal Y

## Project Description

### Continuity of Operations (COO) Failover Capability

•Identification of existing EDS Continuity of Operations Capability (COO) to mitigate risk in case of disaster [i.e. building being incapacitation, remote site, help desk, server farm, B1 failover, or EMFs] outages.
•Determining access to EDS planning process documents for business COO such as: risk assessment, emergency response, command center, disaster recovery, business resumption, and test and maintenance plans.
•No comprehensive COO plan provided by EDS.
•Architecture supports only manually implemented capability, not true failover.
•No timely implementation of USMC controlled alternate B1 POPs for failover.
•No alternate server farm support planned (example: Quantico EMF).
•No capacity management plan.

## Key Project Concerns/Actions

•**Policy**

•**Contracts**
  •This is required contractually prior to cutover

•**Cost**
  •N/A

•**Technical/Performance**
  •Show me the plans – Mission critical

•**Schedule**
  •N/A

# Issue: USMC Alt EMF

NMCI
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**Status:** Policy Y | Contractu G | Cost Y | Technica G | Schedul Y | Overal Y

## Project Description

### USMC Alt EMF

•EDS has agreed to Columbus for site of Alt NOC. However, due to EDS fiscal position, they want to revisit the issue. EDS has now billed Hawaii as another USMC NOC: consequently, the USMC would have 2 NOCs with hot backup between each.

## Key Project Concerns/Actions

•**Policy**

- To ensure CMC ability to continue to function following physical attack; to preserve and protect the Marine Corps Enterprise Network (MCEN) and critical infrastructure from asymmetrical/cyber attack.

•**Contracts**

- Implementation of the Marine Corps COI requires the establishment of a USMC Enterprise Management Facility (EMF) and an Alternate EMF

•**Cost**

- Rent: $610,000.00
- Circuits: $730,000.00
- Total Costs over 5 years: $6,700,000.00
- Total Costs over 10 years: $13,400,000.00

•**Technical/Performance**

- MOA signed with DECC 15 Aug 03

•**Schedule**

- N/A

•**Overall**

- Awaiting executive decision

# Issue: Permanent NOC Facility (P552)

NMCI
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**Status:** Policy Y | Contractu Y | Cost R | Technica G | Schedul Y | Overal Y

## Project Description

### Permanent NOC Facility (P552)

- EDS originally agreed to move out of Newlin Hall once P552 was built.
- EDS had an obligation to fit out partial infrastructure of P552.
- It appears EDS does not want to move to P552 and considers their obligation completed in the build out and occupation of Newlin Hall.

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
  - PM advises there is nothing contractually agreed to concerning EDS's obligation in the buildout of P552.
- **Cost**
  - Estimates vary but contains
    - $14.2M MilCon (FY04)
    - $9.2M base comm/elec upgrades (FY05/6)
    - approx $25M duplicate equip/config
    - Move, contingency and collateral costs to be provided by vendor
- **Technical/Performance**
  - Primary Enterprise Control Facility (EMF) for the USMC COI
  - The first large scale move for an EMF/NOC and very large server farm
- **Schedule**
  - Draft RFP comments due 16 Mar 2004
  - P552 ready for occupancy 1 July 2006

# Issue: OS Refresh/Application Deployment

NMCI
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**Status:** Policy **Y** | Contractual **G** | Cost **Y** | Technical **R** | Schedule **R** | Overall **R**

## Project Description

### OS Refresh/Application Deployment

- EDS needs to provide schedule and POA&M on integration of WIN XP (replacing Win98/2k/NT) for desktops and Windows Server 03/Active Directory (WS03/AD) servers. WS03/AD should have priority unless EDS is revising Office 2000 and 2003 at the same time as the Win2K desktop. (LtCol Beutel)

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical/Performance**
  - Microsoft NT support will terminate CY04
  - Synch Garrison NMCI with Tactical assets needs to be addressed
- **Schedule**
  - Okinawa infrastructure needs immediate refresh

# Issue: Net issues

NMCI
NAVY MARINE CORPS INTRANET

**Status:** Policy **Y** | Contractu **G** | Cost **Y** | Technica **G** | Schedul **Y** | Overal **Y**

## Project Description

**NET issues**

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical/Performance**
- **Schedule**

# Issue: Seat Rollout Improvements

NMCI
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| Status: | Policy | Contractu | Cost | Technica | Schedul | Overal |
|---|---|---|---|---|---|---|
| | Y | G | Y | G | Y | Y |

## Project Description

**Seat Rollout Improvements**

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical/Performance**
- **Schedule**

# Issue: EDS Support for MAG-TA

NMCI
NAVY MARINE CORPS INTRANET

**Status:** Policy Y | Contractu G | Cost Y | Technica G | Schedul Y | Overal Y

## Project Description

### EDS Support for MAG-TA

- 1st & 3rd MAW nearly complete with seat ordering.
- 1st and 3rd MAW MODs are going in.
- 2nd MAW met 15 Jan to finalize their configurations.
- 4th MAW consolidating orders for review and assessment.
- Seat ordering information being provided to EDS to facilitate Base infrastructure planning.
- Sites are modifying orders to CLIN 41 status
- MROC decision necessary for way ahead.
- Acknowledged by MAG-TA representatives that NMCI contract can support all MAG requirements.
- Requirements may require MODs to support.
- If Mod required, 6 month implementation delay to complete Mod.
- Recommendation to place 4103's ASAP to reduce infrastructure build-out costs later.

## Key Project Concerns/Actions

- **Policy**
  - Anticipate MROC decision for solution under NMCI
- **Contracts**
- **Cost**
- **Technical/Performance**
- **Schedule**

# Issue: DCIN COOP at the Annex

NMCI
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| Status: | Policy | Contractu | Cost | Technica | Schedul | Overal |
|---|---|---|---|---|---|---|
| | Y | G | Y | G | Y | Y |

## Project Description

### DCIN COOP at the Annex

- PM NMCI / EDS / C4 met last week to discuss way ahead
- USMC requested EDS to provide additional feedback & clarification on HW and costs.
- EDS plans to provide by 24 March.
- CLIN 0029: (ARI, EDS & PM NMCI Action
- Impacts. NCR North NMCI implementation in respect to users at the Navy Annex and the Pentagon (8th & I and Henderson Hall do not have DCIN COOP requirements).

## Key Project Concerns/Actions

- **Policy**
- **Contracts**
- **Cost**
- **Technical/Performance**
- **Schedule**